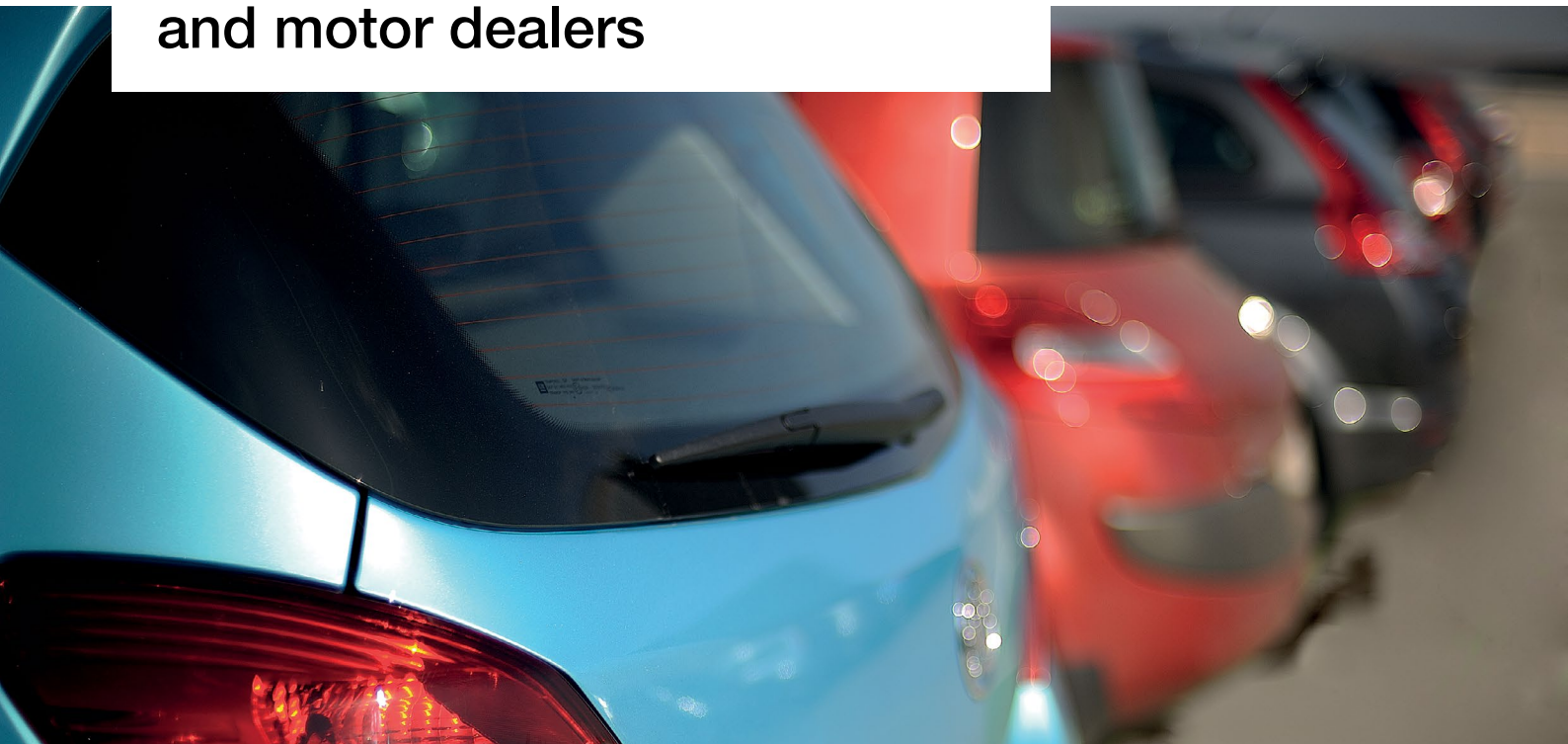




Driver & Vehicle  
Licensing  
Agency

Services for  
organisations

## DVLA's digital services and motor dealers



Interactive document  
June 2016, Version 1.0



INVESTORS  
IN PEOPLE

DVLA now has a number of digital services available. These have been designed to modernise and streamline the motor industry's interface with its customers and DVLA.

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All these services have been created to make it as simple and efficient as possible for you to transact with DVLA and are available on GOV.UK. Your insight has played a huge part in making these services quicker than ever.

### **Buying and selling a vehicle**

Whether buying or selling a vehicle in or out of the trade, you can now tell DVLA online. We have created two services that you can find at [Tell DVLA you've sold or bought a vehicle](#)

- Bought a vehicle into the trade – tell us about the purchase so we can remove the registered keeper and note the vehicle 'in trade'
- Sold a vehicle out of the trade – give us the details of the new keeper so we can update and send them a V5C. You can also tax the vehicle as part of this service.

We issue refunds of vehicle tax automatically so it's important that you tell us quickly when you buy, sell or declare a vehicle off road. Refunds are issued from the date notifications are received at DVLA and the quickest way to tell us is online.

### **Personalised registration**

It's never been easier to take off or put a registration number on a vehicle.

- Take a registration number off a vehicle – this allows you to take a registration number off a vehicle and either keep it on a certificate for up to 10 years or put it on another vehicle. This can be found at [Take a registration number off a vehicle](#)
- Put a registration number on a vehicle – you can use this service to put a registration number on a vehicle using the retention certificate or the reference number from the service above. Use this service at [Put a registration number on a vehicle](#). You can download a PDF allowing you get new number plates.

“It’s quick and easy – we wouldn’t go back to sending in the V5C/3 slips by post”

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## This is what other motor dealers have said about our services

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“Everything is one click and is perfect”

“It’s quick and easy – we wouldn’t go back to sending in the V5C/3 slips by post”

“It’s real time and instant – brilliant. The PDF is there to make the plates up, superb!”

“This is good! We can do this while the customer is in the office, all over in a few minutes – brilliant”

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### There are a number of benefits:

- Real time updates increasing the accuracy of DVLA records and protecting you and your customer from any misuse after the vehicle has been sold
- Automatic refunds being issued quicker to customers
- No postage costs or risk of documents being lost in the post
- Instant transaction acknowledgment by email
- V5C registration certificate received in days
- Ability to tax during transaction
- Get number plates made up quicker by downloading the electronic V948
- Increased customer satisfaction
- Opportunity to provide a complete service to customers around the buying and selling of a vehicle.

A large number of motor dealers are already using these services, some even creating information packs for customers highlighting how they can use DVLA's online services and the benefits of doing so.

We encourage you to make good use of these services and continue to provide us with feedback which we’ll use to continually improve the services.

In the meantime if you or your customers want to know more about the work we do **subscribe to our email alerts.**



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## Services for organisations

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